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## Public Comments on NG9-1-1 Well Received

By Karen Wong



The Public Safety Communications Office (PSCO) of the California (CA) Technology Agency recently held six public meetings in California regarding Next Generation 9-1-1 (NG9-1-1). The meetings were held from February 14, 2011 through March 4, 2011 in Fresno, Ontario, Redding, Sacramento, San Diego, and San Francisco. The purpose of the meetings was to solicit public comment in regards to a series of specific questions related to Next Generation 9-1-1 in California. The NG9-1-1 Public Meetings created an atmosphere in which public safety officials and industry professional could discuss and provide a wider view of products, services, and comments to be considered when developing a NG9-1-1 system in California.

The Public Safety Communications Office and California Technology Agency want to extend our thanks to everyone who took the time to participate in and attend these statewide meetings. The information and ideas shared provide further insight into the decisions that lie ahead of us. A report summarizing the major themes from all six meetings is in final review with a target release date of June 2011. Video of the public meetings is also available at: <http://www.cio.ca.gov/PSCO/Services/911>.



Photo by Phillip Killion  
Pictured (left to right): Mr. Chris Hinshaw, State 9-1-1 Advisory Board; Chief Reginald Chappelle, CA Highway Patrol; Ms. Karen Wong, PSCO; CA Assembly Member Norma Torres; Chief John Salvate, San Bernardino County Fire Department; Chief Eric Hopley, Ontario Police Department; and Mr. Ryan Dulin, CA 9-1-1 Division.



Total Call Volume: 7,692,431  
Initial Wireless Calls: 4,587,257  
Total Abandoned Calls: 978,209

## IMPORTANT NOTICE:

❖ **CA 9-1-1 Division Notice:** PSAPs, please be sure to read the latest regarding additional maintenance at: <http://www.cio.ca.gov/PSCO/Services/911/911OffNote.htm>.

❖ **The 9-1-1 Telephone Systems and Services Request for Proposal (RFP)** was released for bid on April 18, 2011. Final bids are due on June 21, 2011, and the new master purchase contract is scheduled to begin on September 5, 2011.

## National 9-1-1 Education Month Brings Honors and New Educational Resource

By Alicia Fuller

Public education regarding the proper use of 9-1-1 is, undoubtedly, an imperative factor in the success of the 9-1-1 system as a whole. This year, on the eve of National 9-1-1 Education Month in April, the E9-1-1 Institute recognized Paul Nicholson of Eureka, CA by presenting to him the Citizen in Action Award at the 2011 9-1-1 Honors Gala for his commitment to educating children about 9-1-1. Paul began educating young children about when and how to use 9-1-1 and what to tell the dispatcher about ten years ago after an accident. Today, he dedicates four to five hours weekly to the continued 9-1-1 education of young children in Humboldt County.

This year's National 9-1-1 Education Month also welcomed the launch of a new 9-1-1 educational resource, the "9-1-1: The Number to Know" Campaign. Developed by the National 9-1-1 Education Coalition, the campaign supports the nationally coordinated promotion of 9-1-1 education and awareness. It includes guidelines, FAQs, and downloadable resources all available online at <http://www.know911.org>.

## RED Project Shines at GTC Awards

This month, California honored those who "Make IT Happen" at the Government Technology Conference (GTC) West 2011. The honorees included Jim Thompson, CA 9-1-1 Emergency Communications Division (CA 9-1-1 Division) and Michelle Bland, CA Highway Patrol (CHP); they each received a Best of California - Outstanding IT Services and Support Award for their efforts on the Routing on Empirical Data (RED) Project. As a result of the RED Project, California experienced approximately 639 thousand (4.5%) busy or undelivered wireless 9-1-1 calls statewide in 2010, a drastic reduction from the 4.9 million (42.4%) busy or undelivered wireless 9-1-1 calls statewide in 2007. Congrats to Jim, Michelle, and all of the individuals who have dedicated themselves to improving California's 9-1-1 system through the RED Project.



Pictured (left to right): Ms. Dana Earl, Ms. Carolyn Brown, Mr. Jim Thompson, Ms. Donna Peña, and Ms. Sofia Long. Not pictured: Ms. Michelle Bland.

## CHIEF'S CORNER

By Ryan Dulin



March, April and May have been busy months for the CA 9-1-1 Division. With the completion of the Public Meetings on NG9-1-1 in California, the CA 9-1-1 Division continues to focus on increasing communication with the 9-1-1 community and public.

Fact sheets outlining major CA 9-1-1 Division projects including RED, ECaTS and the Enhanced 9-1-1 Grant were posted late this month and can be viewed at: <http://www.cio.ca.gov/PSCO/Services/911>.

The Division also recently compiled and submitted 2010 statewide program information to the 9-1-1 Resource Center for inclusion in the National 9-1-1 Profile Database and annual Progress Report. This Progress Report is scheduled to be available August, 2011 at: <https://www.911resourcecenter.org>.

Lastly, several NG9-1-1 topics surrounding the public meetings, costs, and laws and regulations are routinely being discussed in various forums. A final report on NG9-1-1 in California summarizing the major themes of the public meetings, a Rough Order Magnitude Cost Estimate report examining the cost of the NG9-1-1 network, and a Regulatory Considerations for California's 9-1-1 Strategic Plan document are all in the final review process. Once published, please take some time to review these documents and get involved in California's transition to NG9-1-1.

RYAN  
TRACKER

12 PSAPs Visited  
465 PSAPs Statewide

## 9-1-1 Legislative Lookout

**AB136 (Beall)** amends section 2881 of the Public Utilities Code to include individuals with speech disabilities.

**AB449 (Mitchell)** adds section 2882 to the Public Utilities Code regarding mobile service providers.

**AB706 (Torres)** designates the second full week of April as California Public Safety Telecommunicators Week.

**AB770 (Torres)** requires the review and update of technical and operational standards to include standards for the recruitment and training of dispatchers. It also adds a POST and State Fire Marshall representative to the State 9-1-1 Advisory Board.

**AB1074 (Fuentes)** providers of 9-1-1 service are not liable for any claim, damage or loss in the design, development, maintenance, or provision of 9-1-1 with certain exceptions.

**SB102 (Correa)** requires sellers of mobile telephony devices with geotagging capabilities to disclose this capability.

For more information regarding this and other legislation, please visit <http://www.leginfo.ca.gov>.

## CA 9-1-1 System Improvements Prepared Dispatchers for Call Surge during Tsunami Warning

By Ryan Dulin

In the wake of the California tsunami warning on March 11, 2011, the CA 9-1-1 Emergency Communications Division (CA 9-1-1 Division) reported that the CA 9-1-1 system was impacted with an unusually high volume of 9-1-1 emergency calls. Based on a comparison of average statewide call volume for the week of the tsunami, California received approximately 3,100 additional 9-1-1 calls on Mar 11, 2011. However, all available indicators suggest that the CA 9-1-1 system performed acceptably. The targeted goal of answering ninety percent (90%) of calls within ten seconds or less (usually less) was maintained, and there were no abnormal spikes in abandoned calls. Furthermore, while one public safety answering point (PSAP) was relocated to a backup site, no additional outages were reported.

California's ability to measure and report on this information comes from its use of the Emergency Call Tracking System (ECaTS), which allows for the monitoring of call volume, frequency, and type and provides for geographical trends on the 9-1-1 network. ECaTS is a statewide solution that provides standardization of call measurements, comparative data metrics and the ability to perform call data analysis. ECaTS is also system-agnostic, meaning that it can gather data from a variety of PSAP systems. Previously, California would have been required to manually aggregate the data from the disparate PSAP systems, a labor intensive and error prone process for California's 465 PSAPs.

### UPCOMING PUBLIC SAFETY EVENTS:

June 15, 2011	CA 9-1-1 Advisory Board Meeting Sacramento, CA
June 18-19, 2011	NASNA Annual Meeting Minneapolis, MN
June 18-23, 2011	National NENA 2011 Minneapolis, MN
July 28, 2011	CalNENA Summer Quarterly Meeting Simi Valley, CA
August 1-2, 2011	National 9-1-1 Public Educators Conference Fort Worth, TX
August 7-10, 2011	APCO International 77 <sup>th</sup> Annual Conference and Expo Philadelphia, PA
September 21, 2011	CA 9-1-1 Advisory Board Meeting San Diego, CA
October 20, 2011	CalNENA Fall Quarterly Meeting Monterey, CA

The use of this statewide system provides California with an effective and powerful macro view into the day to day processing of 9-1-1 calls. By design, ECaTS also allows for the ability to share and compare data across multiple systems and with multiple users, thus making it possible to track calls across PSAPs for investigative purposes. While not a perfect solution, ECaTS is a powerful tool in the arsenal of the CA 9-1-1 Division as it seeks to proactively identify, analyze and respond to trends that help monitor and measure the CA 9-1-1 system.

Additionally, the analysis of 9-1-1 call data across California will become even more important as the State migrates to Next Generation 9-1-1. Analytical tools such as ECaTS enable reporting based on quantitative measurements of the 9-1-1 system from various perspectives, thereby helping California design, implement and maintain a more effective 9-1-1 system for the people of this great State.

YOUR FEEDBACK, QUESTIONS AND  
SUGGESTIONS ARE ENCOURAGED

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### QUICK UPDATE:

✧ Congratulations to Julie Arita, CA 9-1-1 Division Administrative Assistant, on her retirement! Thank you for all your support over the years.